

New Juvenile Hall Takes Shape Spring Opening Planned for \$52.9 Million Campus on Otay Mesa

If officials from the newest adult and juvenile jails on the West Coast visit San Diego County's new East Mesa Juvenile Detention Facility, they might find it has a familiar feel.

That's because during the design of the \$52.9 million project, two Probation officers traveled up and down the Western United States, visiting some two dozen recently built detention centers to examine high-tech security systems and seek out other good ideas.

"We took all of the good ideas from new facilities and put them into ours," said Probation Officer Ernie Susi, who is overseeing construction of the East Mesa Juvenile Detention Facility along with Supervising Probation Officer Phil Battaglia. What they came up with was a facility that incorporates industry best practices, while fitting the County's juvenile justice system.

In April, officials plan to begin moving boys from the older, more crowded, Juvenile Hall in Kearny Mesa, which has been the County's main juvenile detention facility since it was built in 1954.

The new juvenile detention facility sits on a plateau in Otay



Probation Officer Ernie Susi (above) escorts visitors through one of the residential 'pods' at the new East Mesa Juvenile Detention Facility. At left is an aerial view of the facility.

Mesa, some 25 miles southeast of downtown San Diego. When completed, it will have the capacity to house 380 youths, although the population will be phased in, beginning with boys, and later including girls.

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Leap Into The New Year By Developing Your Professional Skills

Kick your county career into high gear with help from the Employee Development Division! Free classes are available: choose from approximately 20 different classes, ranging from process improvement and career planning, to performance management and business writing.

If you haven't already planned your New Year's resolution, start now by making a commitment to invest in your professional development. With the opening of Employee Development's new resource center at 6153 Fairmount Ave., tools are available to assist you as you strive for a successful career with the County.

Currently, the center offers a variety of career development classes. Need help creating that perfect resume? Sign up for the



Employees take part in the seven-week Administrative Support Academy

resume preparation class and learn how to design a great resume that will help get you an interview. Already worried about the interview? No need to panic, Employee

Development Division also has a class to prepare you for the interview. Looking for a career change but not sure where to go or what to do? Within the County's 44 departments, there is a place for you. Use the vocational assessment class to match your abilities, interests, and values to a new career with the County.

Also available through the Employee Development Division is a highly successful three-part process improvement series.

This is an exciting series with hands-on opportunities. Through these classes, you will have an opportunity to improve processes you currently use in the workplace, develop process improvement skills, examine team member roles, and practice effective decision and discussion tech-

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NewsBriefs

Poll Workers Needed

Beginning with the March 2004 Primary Election, County of San Diego Employees who are U.S. citizens and obtain their supervisor's approval can receive \$60 to \$100 for working at a poll on Election Day—this will be in addition to their regular County wages. Some poll workers, depending upon their assignment, will be required to attend a training class. If you would like to work at a poll or to get more information, please call 858-694-3460 or email county.pollworker@sdcounty.ca.gov. In the very near future additional information will be available on the County Intranet and at www.sdvote.com.

Fund Drive Helps Fellow Employees

The County Employees' Charitable Organization, or CECO, has established a fund to help current and retired County employees whose homes were destroyed or damaged in the wildfires. As of Nov. 21, the fund had raised \$18,432, with requests totalling \$60,510. Forty-two County employees lost their homes. Applications for assistance can be found at the CECO Web site, at www.sdcounty.ca.gov/cao. Those who wish to donate to the fund can write checks to the ARCE 2003 Fire Relief Fund, and give them to their departmental CECO representative, or call CECO President Phyllis House-Cepeda at (619) 338-2765, or Vice President Jennifer Uebbing at (858) 694-3422.

Win With Safety

The Do-It-Better-By-Suggestion program, or DIBBS, wants your best ideas for improving safety in the workplace. It's all part of the Countywide Work Safe-Stay Healthy initiative. And to help spur your creativity, DIBBS is offering prizes.

For the best safety idea implemented during October-December 2003, DIBBS will award a lunch for two at Black Angus Restaurant. For the January-March 2004 period, the prize will be two admission tickets to Legoland, California.

You can submit your safety ideas via the Intranet at CWW, or through an Ideagram, which can be obtained from your department DIBBS coordinator or the DIBBS office at (619) 528-2787. All employees whose safety ideas are implemented will receive a \$50 award.

7th Annual Employee Satisfaction Survey

The 7th Annual Employee Satisfaction Survey is here! The County wants to know what your experience is as a County employee and how we are doing as an organization. This year's survey is being delivered to you and when it arrives, please complete the survey, on work time if you like, and place it in one of the collection boxes located at worksites throughout the County before Dec. 15. If there is not a collection box at your worksite, surveys may be returned to the Department of Human Resources Employee Development Division at mail stop D-15.



In Walt's Words

A Time To Count Our Blessings

Some things I'm grateful for this holiday season . . .

That I have four beautiful girls at home!...That San Diegans have shown so much caring and compassion toward those who recently lost their homes . . . That our diversity is a strength and not a weakness . . . That our County is considered one of the best governments in America . . . That outstanding County employees like Chief Financial Officer Bill Kelly can enjoy a well-earned retirement . . .

Some other things I'm grateful for this holiday season . . .

That so many homes were saved from the fires . . . That the Board of Supervisors continues to exhibit great wisdom in their choice of Chief Administrative Officer (ha ha) . . . That we have tens of thousands of brave men and women in harms way around the world who defend our freedom everyday . . . That the Charger's ticket guarantee is not my problem . . . That we have the freedom to not read or listen to those elements of the media who do not appreciate the good work we do . . .

Still other things I'm grateful for this holiday season . . .

That I can still sing Christmas carols with my 77-year-old father (who, by the way, can sing me under the table any day of the week!)...That managing the State of California is not my problem (although the **mis**management of the state certainly is) . . . That I get to spend my winters in San Diego and not in Minneapolis, Buffalo or Fargo, ND . . . That County spokespersons during the fire didn't wear yellow coats on television . . . That the 1947 version of Miracle on 34th St. is available on DVD to watch over and over during the holidays . . .

And finally, still other things I am grateful for this holiday season . . .

That so many County employees who will never be declared heroes by the media nevertheless acted heroically during the firestorm . . . That despite fires and state budgets and war and scandal and politics and pestilence and everything else going on in the world, the County continues to move forward, confidently focusing on our three most important initiatives; kids, the environment and safe and livable communities . . .

Have a great holiday season!

Walt Ekard
Chief Administrative Officer

The Supervisor's View



By Chairman Greg Cox

Part of an ongoing series by the Board of Supervisors.

FROM A GRATEFUL CHAIRMAN

Now that the holiday season is in full swing, I would like to express my gratitude and appreciation to all County employees. 2003 has been a year of trials and challenges – from the blaze of raging fires, to drastic State budget cuts – a year that has tested our mettle and pushed us to our limits.

First and foremost, I cannot express enough how thankful I am that this County is made up of the best team of professionals who exemplify excellence in public service time and time again.

The County has repeatedly been honored with awards from CSAC, NACO, the San Diego County Taxpayers Association, and many other professional organizations, a tribute to County employees. Thank you for the care and dedication you put into your job each day.

Many of you have been called to service above and beyond the call of duty, as we faced the biggest disaster in State and County history and County employees performed admirably.

As I stood in the Emergency Operations Center during the worst of the firestorm, I personally witnessed remarkable bravery, sacrifice and service from countless employees across departments. I know that my experience is only a sample of the heroism evidenced by County employees. Thank you for your extraordinary service during the disaster and recovery.

Lastly, I stand in admiration and awe at the profound sense of “giving back” that County employees demonstrate both on and off the job.

Many of you spend countless volunteer hours making our community a better place to live. Your contributions to the County Employees Charitable Organization (CECO) reap immeasurable benefits for people in need.

And, this year, your generosity in donating blood has been overwhelming. In January, I asked the County to meet a goal of collecting 1,000 pints of blood over the year, an amount that had never been achieved. County employees rose to the challenge and exceeded that goal, a tribute to your spirit of giving. Thank you for helping others and for saving lives.

It was my pleasure to serve as Chairman of the Board of Supervisors in 2003 because of the many dedicated and hard working County employees who make this organization succeed.

Thank you for a job well done.

GREG COX
Chairman

Ver•ba•tim

Letters from satisfied customers served by County employees.

Kellie Kellogg, Evelyn Riddick and Drucilla Willis (Clerk of the Board) were thanked by a member of the news media for their assistance.

“The Clerk of the Board motto is ‘Committed to provide consistently excellent service and support in an efficient and friendly manner.’ ... Today’s actions exemplify that philosophy.”

Nikki Eichberger (Assessor/Recorder/Clerk) was thanked by a customer she assisted with obtaining property records.

“She immediately ‘took ownership’ of my dilemma, apologized for my inconvenience and pledged to help me. She was most courteous, kind, intelligent and above all, helpful.”

Vince Acosta (Agriculture, Weights & Measures) received praise for his work on an automation project.

“His presentation at the state conference provided a positive reflection on your department.”

Jose Lagos (Child Support Services) received kudos from an employee of another government agency whom he assisted.

“I just wanted to say thank you to the person who handled the request for the inter-agency child support questionnaire I have sent to your County. There was no name signed, but the matter was handled very professionally.”

Tecla Levy (Public Works) was thanked by a senior project manager for her performance and responsiveness.

“She has done an exemplary job in helping us in the process of obtaining all of the necessary permits. Tecla is always available for questions and has always returned our phone calls promptly. Tecla is the type of employee that I would gladly employ...”

Jose Gomez (Public Works) was commended for his assistance to a property owner.

“Mr. Gomez should be commended for his willingness to be helpful and demonstrate that the County is working for the citizens rather than against them. Efforts like his go a long way toward restoring one’s faith in County government.”

Staff at the La Mesa branch library was commended by a customer.

“Our La Mesa Library represents the ideal in service to the community – in an era of customer neglect and dismissive service, our library staff should be complimented and rewarded for their blend of professionalism and the human touch.”

CAC Facilities Services was commended by an employee with another department for electrical work they completed.

“Thank you for a job well done!”

Sarah Panfil (Clerk of the Board) was thanked for her assistance on a records request.

“I was having trouble finding a minute order from 2000, and a young lady named Sarah went out of her way to help me find it and faxed over a copy. She was very courteous and helpful. Thank you very much.”

Check out the online version of County News for more Verbatim.

NEWSMakers NEWSMakers

Jean M. Shepard has been named acting director of the Health and Human Services Agency, succeeding Dr. Rodger Lum, who resigned from the post last month.

Prior to becoming acting director, Shepard served as Chief Operating Officer for the agency since 1998, when she led the effort to consolidate six departments, and more than 50 programs, into the Health and Human Services Agency. The move saved taxpayers more than \$29 million.

Shepard is a native of San Diego and a County employee since 1976. She has a sociology degree from San Diego State University.

Donald Steuer has been named Chief Financial Officer for the County of San Diego, replacing Bill Kelly, who is retiring after a 34-year career with the County. Steuer is currently a project manager in the County's Chief Administrative Office. Most recently, he led the effort to develop and apply the County's award-winning General Management System.

Before joining the County, Steuer had a distinguished 27-year Navy career. He served as commanding officer of Naval

Air Station, North Island, the nation's largest, and as chief of staff for NATO Naval Striking and Support Forces in Southern Europe during the Kosovo conflict. Steuer holds degrees in business administration and government.

Vincent J. Iaria, a veteran New York probation official, has been appointed Chief Probation Officer for the County of San Diego by the Board of Supervisors. The appointment was announced last month by Board Chairman Greg Cox.

Iaria began his career as a probation officer with Suffolk County, New York, 31 years ago, and has headed that department for the past 12 years. He is credited with finding a site, and leading the design team, for Suffolk County's first juvenile detention facility, now under construction. He replaces Alan Crogan, who retired in July.

Susan Selverston and **Sandra Goldsmith**, psychiatric nurses with HHSA, were asked to contribute their time and expertise to the newest edition of the nursing textbook, "Psychiatric and Mental Health Nursing," published for 2004 by Mosby. Goldsmith wrote a chapter on substance abuse, and Selverston developed a chapter on crisis intervention.

Juvenile Hall

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The complex is laid out in a series of 10 "pods," or living areas, arranged around a central control room. Probation employees working the secure control room will be able to operate door locks throughout the facility, along with gates leading in and out of the property. They will be able to see down corridors to the pod entrances, and also see – and talk to – staff moving throughout the facility with a series of closed-circuit television cameras and intercoms.

Each pod will house 40 youths and be self-contained, with single- and double-bunked living quarters, open day areas, classrooms and medical exam rooms. One specialized unit will house 20 youths who require closer supervision. Outdoor exercise areas are adjacent to the living pods.

Doors to the sleeping rooms will lock and unlock through a system of compressed-air tubes, operated by Probation officers at a control panel.

As a backup, the doors also can be locked and unlocked with keys.

In designing the project, Susi said, careful attention was paid to color scheme to create a positive atmosphere for both staff and juveniles. Natural lighting was also incorporated throughout the complex.

The project was funded by a \$37.6 million grant from the state Board of Corrections, along with \$15.3 million in County funds. The 25-acre property has room to expand by an additional 240 beds, and one day, courtrooms could also be built on site.

Probation Director John Hensley, who will serve as the detention facility's first superintendent when it opens, considers it the best-designed facility in the nation, due to the collaboration between law enforcement, health officials, educators and others that went into its creation.

"This is a facility not just for now, but for the future," Hensley said.

Employee Development

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niques. Also available is a Fundamentals of Supervision self-study course for aspiring supervisors who want to build their skills.

The Administrative Academy offers additional opportunities for those employed in administrative positions. The Administrative Academy is a series of classes that span seven consecutive weeks. Classes range from board letter preparation and business writing, to creative problem solving and managing up.

Make the most of your County career by taking advantage of the classes offered through the Employee Development Division. After getting approval from your supervisor to enroll in employee development classes, call to find out how to register at (619) 578-5770.

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater, District 3
Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer

Walter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.

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Joe Tash, Editor

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COUNTY NEWS *Extra*

Service Awards

Congratulations to County employees reaching the following milestones in December:

35 Years

Corliss M. Baca (Health & Human Services Agency)
Stephen B. Ingalls (Public Works)
James H. Pritchett (Public Works)

30 Years

Marsha L. Bettis (Health & Human Services Agency)
Robert M. De Santo (Public Defender)
Bodil B. Elfstrom (Health & Human Services Agency)
Eugenia Hays (Superior Court)
Robert C. Jacobson (Public Works)
William H. Lozano, Jr. (Health & Human Services Agency)
Alex A. Martinez (Community Services)
Lesley O. McClelland (Probation)
Shelley L. McGee (Health & Human Services Agency)
Linda C. Methvin (Superior Court)
Dawn E. Nielsen (Agriculture, Weights & Measures)
James C. Vyhna (Planning & Land Use)
Anita M. Weinberg (Assessor)

25 Years

Rosie L. Bankhead (Health & Human Services Agency)
Betty J. Brown (Health & Human Services Agency)
Edward F. Cadena (Health & Human Services Agency)
Thomas A. Caldwell (Probation)
Jose H. Castilleja (Fleet ISF - Maintenance/Support)
Edward Del Toro (Public Works)
John V. Fondo (Sheriff)
Theodore F. Nilsen (Medical Examiner)
Blanca E. Pelowitz (Sheriff)
Cesar A. Rivas (Health & Human Services Agency)
Maria A. Vedar (Sheriff)
Nancy S. Wright (Health & Human Services Agency)

20 Years

Conrad M. Berlinsky (Sheriff)
Patricia A. Bernens (Health & Human Services Agency)
Benny S. Cruz (Sheriff)

William J. Donahue (Sheriff)
Norma O. Evangelio (Child Support)
Thomas J. Fitzgerald (Sheriff)
Jesus S. Garcia (Health & Human Services Agency)
David J. Glover (Health & Human Services Agency)
Bonnie B. Hileman (Sheriff)
Johnnie L. Hill (Sheriff)
Legaya Isla (Health & Human Services Agency)
Allen W. Melancon (District Attorney)
Eric B. Neese (Health & Human Services Agency)
Lesia Paine (Health & Human Services Agency)
Eugene Palos, Jr. (Sheriff)
Mario A. Rubio (Public Works)
Clifford J. Savage (Public Works)
Jay C. Sheffield (Sheriff)
John E. Smith II (Sheriff)
Josephine M. Subido (Health & Human Services Agency)
Mary Lou White (Environmental Health)

In Memoriam

Richard W. Aldridge (Probation, 1999)	9/03
Patricia I. Allen (Sheriff, 1996)	10/03
Barbara E. Biewener (Agriculture, 1978)	10/03
Patricia A. Brammer (District Attorney, 1997)	10/03
Ruth A. Chapin (Probation, 1989)	10/03
Joyce Cryan (Social Services, 1991)	9/03
Gladys L. Fredricks (Public Works, 1976)	10/03
Dorothy B. Hall (Welfare, 1964)	9/03
Esther Haskins (Social Services, 1993)	10/03
Ellen Hough (Treasurer/Tax Collector, 1995)	10/03
Stephen H. Johnson (Marshal, 1985)	9/03
Irvin J. Klein (Transportation, 1977)	9/03
Linda D. Knight (Superior Court, 2002)	7/03
Otis Ray Lanew (Public Works, 1985)	10/03

Harold M. Lewis (Sheriff, 1984)	10/03
Emil W. Maiden (Probation, 1991)	9/03
Ruth E. Martin (Social Services, 1993)	10/03
Constance McDade (DHS, 2002)	10/03
Oather Morper (Welfare, 1977)	10/03
Alma R. Reno (DML - Edgemoor, 1977)	10/03
Vivian D. Safford (Assessor, 1974)	10/03
Virginia F. Weed (Edgemoor, 1973)	10/03
Richard Wesolowski (Revenue & Recovery, 1996)	10/03
Lester A. Wieman (Public Works, 1982)	10/03

Our thoughts and prayers are with the family and friends of active County employee Monica M. Lachausse of HHSA (8/03).

County News Extra includes expanded information about and for County employees. If you have something you'd like considered, contact the newsletter editor at (619) 595-4627.

Retirements

The San Diego County Employees Retirement Association reports the following employees recently retired:

Marsha Beckerman (Health & Human Services)
Bonita J. Beighley (Health & Human Services)
Salome B. Bismonte (Sheriff)
Jack D. Breckenridge (Probation Department)
James L. Brown (Sheriff)
Harry L. Chertkow (Environmental Health)
Michelle L. Combs (Probation Department)
Teresa D. Corison (Sheriff)
Thomas G. Corison (Sheriff)
Cynthia Crinnion (Environmental Health)
Kenneth E. Dowling (Health & Human Services)
Isidoro J. Duron (Sheriff)
Pamela F. Estabrook (Superior Court)
John D. Fisher (Sheriff)
Sandy K. Garrison (Sheriff)

Gary A. Hulbert (Health & Human Services)
Ortensia O. Jauregui (Health & Human Services)
Jose A. Jimenez (Sheriff)
Edward B. Judy (Probation Department)
Gary Kendy (A4170)
Robert E. Kullberg (Wastewater Management)
Donna S. Long (Health & Human Services)
Evangeline T. Mariano (Auditor & Controller)
Andrew J. McSparron (Sheriff)
Wanda N. Pasek (Superior Court)
Trosclair Seals (Probation Department)
Mary F. Vigliaturo (Sheriff)
Julie A. Walsh (Health & Human Services)
John K. Whitmore (Health & Human Services)
Phillip Wolfla (Health & Human Services)

[Ver•ba•tim] *extra*

John Huey and **Susan Azhocar** (Assessor/Recorder/Clerk) were thanked by a customer.

"I recently received a supplemental tax bill that I did not understand and called your office for assistance. Not only did I get the assistance I required in a very timely fashion, but the person with whom I spoke, John Huey, was not only very knowledgeable but genuinely business friendly. He put me through to Susie Azhocar to request the forms I needed and again I was met with courtesy and professionalism."

Crystal Nivens (HHSA Adoptions) was thanked by a family for her assistance.

"Thanks again for your refreshing and truly amazing view of our family – and for your help in making us 'officially' a family."

Tina Jako (HHSA Adoptions) was thanked for her work with a client.

"I have to believe that your behavior was simply an example of the fact that you are a very nice person."

Delores Cruz (Assessor/Recorder/Clerk) was thanked for her assistance to a customer.

"Delores Cruz helped me. She was very knowledgeable and excellent. A great person."

Mary Jane Walters (Assessor/Recorder/Clerk) received kudos for her handling of an inquiry about a property tax bill.

"I was very impressed with the performance of Janie, and you should know that she has represented your office in a most exemplary manner."

Rene Guerra (Assessor/Recorder/Clerk) received kudos for helping a customer.

"Rene answered my questions in a prompt manner. It makes it a pleasant experience when dealing with employees who enjoy their job."